

Human Resource Management - Personnel Action Processing

Welcome to the Enterprise Applications Due Diligence Survey! Your thoughtful response to this survey will help the Commonwealth to gather information to evaluate potential opportunities to re-engineer and re-solution common processes in the Commonwealth. Your input and information is vital for this project's success. Your response is due in five business days. To produce the most successful response, please read these instructions thoroughly.

Please answer the survey questions as fully as possible using existing policies, procedures, systems, data and professional experience. If you cannot answer a question using these resources, you are not expected to go to unusual lengths or use untested methods to gather information. Simply indicate, where possible, that the information is not available.

If your response does not fit into the space available or you have other information that you would like to provide, please contact Bob Haugh, Deputy Project Manager, (William.haugh@vita.virginia.gov, 804/344-8790) for assistance.

If you cannot complete the survey in one sitting, you can save the work you have already entered. Pressing the "Next" button at the bottom of each page both moves you to the next page and auto-saves each page as you complete it. Note that the survey page you are working on will not be saved until you click "Next," so you must click "Next" when you have finished the page if you have to stop and return later. When you re-enter the survey through your e-mail link, you will be returned to where you left off.

If data is not readily available or if you have to do some research to fully complete the survey, you can skip questions and come back to them. Please complete the survey to the best of your ability and press the "Submit" button to store your survey in the survey database. You can come back to your survey through your e-mail link and change your answers if the data becomes available. You are free to edit your submitted survey until we close the survey site. Please remember that every time you edit your survey after the first submission, you must press the "Submit" button again to record your changes. (Clicking the "Next" button will not auto-save pages when you are editing a previously submitted survey. Simply press "Submit" again.)

Thank you. We greatly appreciate your participation!

This document contains respondents between 1 and 35 inclusive.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.6
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Storage	
2.	Printing	
3.	Supplies	
4.	Shredding	
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
ad hoc reporting
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Salary Survey
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Seasonal hiring	Applicant intake and recruitment
2.	Annual evaluations	Evaluations
3.	Open enrollment for benefits	Personnel Action Processing
4.	Service Awards	Personnel Action Processing
5.	Economic Interest Statements	Personnel Action Processing

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

International employee and out-of-state employees

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

Use of PMIS and CIPPS serves as control measure to ensure proper payment

2.

Generating P3's verifies action

3.

.....

4.

.....

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Automated reminders for expiring actions
2.
Automating approval process
3.
Ability to produce automated reports from PMIS on transactions processed
4.
Integrate PMIS and CIPPS to eliminate double keying. To maintain integrity provide HR ability to enter transactions and Payroll ability to release and process transaction
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
Include wage positions
2.
Integrate workers compensation and VSDP information
3.
Ability for employee to update personal information on-line
4.
Ability to generate organizational charts
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
Use of PMIS and CIPPS ensures accuracy of data
2.
Generating P3's for verification
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Maintaining wage employee data
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	Department of Human Resource Management	Varies	\$ 0
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Changes and enhancements performed by the Department of Human Resource Management

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

New strategic budgeting process

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Department of Human Resource Management Policies

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.5
Band - 4	
Band - 5	.5
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	have never tracked expenses to capture in this manner	
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	PeopleSoft	Time and Labor		
2.	Excel			
3.	Access			
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	wage reports	Human Resources	ad hoc
2.	leave useage	hr and managers	ad hoc
3.	overtime	hr/payroll	per pay period
4.	exempt/non-exempt status	hr	ad hoc
5.	time sheet detail		

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
salary distribution within role
2.
employee/supervisor list
3.
all workforce planning reports
4.
all hires, terminations to analyze eeo stats
5.
Statement of Economic Interest, sensitive positions

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

- ☐ Yes
- ☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
long term employees aware of and proficient in business processes
2.
good documentation
3.
cross-referencing and checking
4.
signature authorization sheets
5.
electronic notification to payroll

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
redundant systems requiring double and triple entries
2.
VSDP complexities
3.
CIPPS, Time and Labor and PMIS do not communicate
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
same system for all transactions
2.
easier to see all information for employee in one place or easily connected
3.
user friendly,
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
employees get paid accurately
2.
Payline access for employees
3.
"paperless" paydays
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
double checking, verifying payroll changes for accuracy
2.
notifying payroll
3.
reconciling CIPPS and PMIS to make sure the are consistent
4.
time and labor processing/approval of time sheets
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

lack of complaints, absence of errors and "re-do" work, deadlines are met for payroll cutoffs
PMIS/CIPPS reconciliation are only cited for VSDP or WC claim payments and not for inconsistencies in data entered in both systems

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.
Training available infrequently
2.
Available training is not detailed enough (PMIS)
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Chages or updates are manually keyed in several systems from source documents.

40. How are system changes identified and prioritized?

Changes are identified by notification from employees/supervisors, sometimes by insurance provider or Worker's Comp. Priority is given to any action that affects pay.

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

waiting period for VSDP, Worker's Comp. provisions that impose significant delays in processing personnel actions

45. If you have any other concerns or comments about this functional area, please include them here.

too much duplication, too much opportunity for errors between systems.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.4
Band - 5	
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
positions filled for specific period of time
2.
agency age demographics
3.
agency role dispersement
4.
gender/race demographics comparisons
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	open enrollment for Health insurance	personnel data entry
2.	Optional life changes	personnel data entry
3.	Performance evaluations	personnel data entry
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

over 50% of our staff are desinated as field personnel, getting necessary information is sometimes slower than we would like.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
personnel actions are keyed in timely manner
2.
proper back up is maintained in the personnel folder
3.
Information is easily accessible and always available for the employee
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
P3 and P3A's not always available on HurMan
2.
Printed version is less than an optimum document and is hard to read
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
CIPPS/PMIS as one system
2.
.....
3.
.....
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
keying is relatively simple
2.
information is easily tracked if needed
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
P3 and P3A are hard to read and not always available
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	PDS training at DHM	schedule periodically	\$ 0
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Access		XP Professional	
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				no expense
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Various population reports
.....
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

Used statewide

2.

All inclusive (all personnel transaction processed within the system)

3.

Tech support available

4.

Centrally maintained

5.

History

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Easier application manipulation
2.
Better Tech support
3.
Easier screen manipulation
4.
Easier transaction manipulation
5.
Faster processing of information

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
Windows base applications
2.
"point and click" transacton manipulation
3.
"point and click" screen manipulation
4.
"point and click" application manipulation
5.
On-line help desk (instant messenger)

30. Please list the top five functions or components of the systems that work especially well.

1.
None
2.
None
3.
None
4.
None
5.
None

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Logging on
2.
Changing from one transaction to another
3.
Only allowed to view agency information
4.
History viewing is limited
5.
"Type-case" too sensitive.

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	DHRM	All problems
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Changes are made within the HR department to the Access database system via customer requests or needs assessment.

40. How are system changes identified and prioritized?

Listed in #32.

41. Please list system changes that have been made in the past 12 months.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

42. Please list pending system changes.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.5
Band - 4	.6
Band - 5	.1
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Facility Developed Employee Data Base	Access		
2.	Facility Developed Transacction Log	Excel		
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				Provides for easy retrieval, tracking of actions; generates standard reports; can export data to excel to generate custom reports; generates employee labels
2.				Provides required data for reports, provides a good history of actions; includes position changes (establish/abolish, reallocations, etc.) in addition to personal data
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Vacancy Report	HR Office	Monthly
2.	Employee Detail Report	HR Office	As needed; at least bi-weekly
3.	Leave Anniversary Report	HR Office	As needed
4.	Anniversary Month Report	HR Office	Monthly
5.	Service Awards Report	HR Office	Annually

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
Any of the above reports; but much of the info is not included in PMIS
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
EEO Codes Look Up
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	Facility Developed Employee Data Base	Training/HR	Daily	Track Training Needs and Attendance
2.	Facility Developed Employee Data Base	Nursing/HR	Daily	Track TB Test Info
3.	Facility Developed Employee Data Base	Buildings & Grounds/HR	Daily	Track Drivers License Information
4.	Facility Developed Employee Data Base	HR/Residential Services	Weekly	Data Entry showing employee location & shift
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Annual Performance Evaluations	Transactions
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Our facility has a large number of positions which recieve a special rate, which often complicates the process when employee salary increase print-outs are received.
On occassion these positions have required manual processing.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
High degree of accuracy
2.
.....
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Ability to get info needed in format and time line needed without having to maintain own systems, resulting in double or triple entry
2.
PMIS entry screens should be updated and modernized, including use of drop down tables, etc.
3.
Combine P-3 and P-3A into one form to decrease amount of paper to be filed
4.
P-3 and P-3A forms should be able to be completed on-line and printed out. Currently they are handwritten and the handwritten info then keyed into PMIS
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
Lack of double/triple entry required
2.
No down time in system used
3.
Simplified data entry process
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.

Facility Designed Employee Data Base is the most useful tool we have; however, requires double entry

2.

.....

3.

.....

4.

.....

5.

.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.

PMIS entry screens and processes are antiquated and complex

2.

Completion of P-3 and P-3A forms for New Hires

3.

.....

4.

.....

5.

.....

32. What process do you use to measure agency satisfaction with these functions or components?

user feedback

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	PMIS Training	Based on DRHM Schedule	\$ 0
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.

Training opportunity (PMIS) needs to be decentralized; all currently held in Richmond

2.

No update or refresher training provided for PMIS users; they must go through the same training new employees get in order to get updated info.

3.

Training on agency developed programs is most frequently "learn as you do"; any instructions must be developed by HR Personnel based on their experiences

4.

.....

5.

.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

PMIS - None at facility level
Employee DataBase - Requests made to IT staff
Transaction Log - Changes or enhancements made by HR Office as needed if required skills are there

40. How are system changes identified and prioritized?

By HR Manager based on requests for data, etc.that can not be met via our current systems

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
Enhancements to Transaction Log to create simplified drop down tables to improve data consistency
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

Unknown at this time

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

--

45. If you have any other concerns or comments about this functional area, please include them here.

--

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.8
Band - 4	.1
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	N/A	
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	CSMIS	NA	NA	\$ 0
2.	INTERNALDATA BASE	NA	NA	\$ 0
3.	HRIS	NA	NA	\$ 0
4.	Quick Assess	NA	NA	\$ 0
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.	\$ 0	\$ 0	\$ 0	\$ 0
3.	\$ 0	\$ 0	\$ 0	\$ 0
4.	\$ 0	\$ 0	\$ 0	\$ 0
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☒ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Workers Compensation Reports	HR	Weekly
2.	Employee Statistics	HR and Senior management	Daily
3.	Salary Data	HR and Senior Management	Daily
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
N/A
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.

P3 and P3A

2.

Age and years of service reports

3.

FTE reports

4.

Reports from file Repository

5.

Reports of compensations actions

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	WC/CSMIS	HR/INTERNAL	DAILY	Processs WC
2.	WC/EC32	HR/MCI	DAILY	Process WC
3.	VSDP/UnumProvide nt	HR/UnumProvident	Daily	Process VSDP
4.	Drugtest results/First Advantage	HR/First Advantage	Weekly	Pre-employment drug results
5.	Cross Match/Fingerprint	HR/Cross Match	Weekly	Pre-employment criminal history check

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	ATS/Internal	Internal	Daily	Automate and intergrate the process
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Opened Enrollment	All of HR
2.	Evaluations/Compentencies	All of HR
3.	Job Description preparations and reviews	All of HR
4.	Review and revise Hosptial Instructions	All of HR
5.	CORE Training	All of HR

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Should be able to enter transactions Should be able to correct our own errors instead of calling DHRM-.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
Staff and the knowledge of staff. This can change with the years of service that they have.
2.
Good relationship with DHRM staff who are very responsive.
3.
Have good internal processes with checks and balances.
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Need to be able to correct our own errors
2.
Ability to enter data before the due date
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
See above
2.
.....
3.
.....
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.

Our internal data bases are more user freindly

2.

Ability to draw on reports that we use daily

3.

.....

4.

.....

5.

.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.

PMIS and BES manuels need to be updated

2.

we need a method to automate personnel records instead of hard copies. Space is an issue.

3.

Need an updated list of PMIS transactions codes

4.

.....

5.

.....

32. What process do you use to measure agency satisfaction with these functions or components?

Customer satisfactions surveys

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	OJT	Depends on the needs of the employee	\$ 0
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Contact internal,non-VITA PERSONNEL.

40. How are system changes identified and prioritized?

According to the needs of the Facility.

41. Please list system changes that have been made in the past 12 months.

1.
Internal ATS
2.
Electronic signatures for personnel forms
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
Electronic signatures for evaluations
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

None

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None known

45. If you have any other concerns or comments about this functional area, please include them here.

None

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☒ Yes

☐ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.	16 agencies of DMHMRSAS & Central Office	Limited to key positions, e.g. Facility Directors (CEOs of hospitals) & HR Directors, etc.	\$ 0
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☒ Yes

☐ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.2
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	storage (file room), printing, supplies	\$ 100
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	BES (Health Benefits)			\$ 0
2.	G2 Web Link (Workers Comp)			\$ 0
3.	CIPPS (Leave Acctng)			\$ 0
4.	OSHA Reporting (Safety)			\$ 0
5.	VRS (Retirement & disability)			\$ 0

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.	\$ 0	\$ 0	\$ 0	\$ 0
3.	\$ 0	\$ 0	\$ 0	\$ 0
4.	\$ 0	\$ 0	\$ 0	\$ 0
5.	\$ 0	\$ 0	\$ 0	\$ 0

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 100	\$ 0	\$ 0	DHRM System
2.	\$ 50	\$ 0	\$ 0	DHRM contracted system
3.	\$ 100	\$ 0	\$ 0	DOA System
4.	\$ 25	\$ 0	\$ 0	Federal System
5.	\$ 25	\$ 0	\$ 0	VRS System

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Compensation Trend Reports importing PME-480 into ACCESS and EXCEL	CO/HR	Quarterly and as needed
2.	Program Evaluation/Employee Relations reports using data from grievances, disciplinary actions, & manpower utilization to produce mgt. reports	16 Facilities & CO Mgt.	Quarterly and as needed
3.	Injury Reports merging systems G2 Weblink & EC32 software(Workers Comp.) & VSDP data	16 Facilities & CO Mgt.	Semi annually and as needed
4.	Educational Assistance Database in ACCESS	Management & Auditors	As needed
5.	Random Testing Alcohol & Drug Data Base	CO/HR & Facilities	Quarterly

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.

Receiving/using several types of reports outside of PMIS & Agency. See #9,11

2.

.....

3.

.....

4.

.....

5.

.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
See # 11 - Compensation Trend data
2.
See # 11 - Manpower Utilization Reports
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	See # 11			
2.	Criminal Background Checks for preemployment	16 Agencies (facilities), CO, & Private Providers of MH,MR, SA care	Daily	Preemployment
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	None not identified in other surveys			
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP & Retro actions can be more complex because of varied shifts, differentials, frequency of overtime, on-call pay, etc. All of which can be different at each of the 16 sub-agencies (facilities) we service.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

Good foundation for reporting needs

2.

Easily understood

3.

Flexible

4.

Adaptable

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

May help to have additional edits

2.

Automated Imaging to allow more paperless systems

3.

.....

4.

.....

5.

.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

Enhanced integration with leave accounting, etc.

2.

.....

3.

.....

4.

.....

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
Compensation
2.
Workers Comp.
3.
Transactions, e.g. Address chgs, position establishment
4.
Performance Mgt.
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Some aspects of leave accounting
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

HR User interactions and Employee Interactions

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	DHRM Help Desk	Increased Access (staffing is limited @ DHRM)
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	DHRM provided (process, coding, utility)	2x per yr. @ Dept. HR Forums; Annually, sometimes as needed	\$ 0
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Discussion with DHRM, EDR, etc. re: problem & impact

40. How are system changes identified and prioritized?

In accordance with impact, severity, & budget

41. Please list system changes that have been made in the past 12 months.

1.
Enhancements to benefits system to accommodate new services & open enrollment needs
2.
Enhancements to VSDP to facilitate better mgt. reporting and timeliness of information to agencies & recipients
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
None pending
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

Statewide leave accounting toward a paperless system would be helpful. Other known upcoming organizational changes can be accommodated with existing systems.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No known restrictions.

45. If you have any other concerns or comments about this functional area, please include them here.

Most maintenance & other fees are paid by central agencies named in the survey. Little to no direct cost to individual agencies. Our training costs are \$0. - \$125 per employee(DHRM conference). annually for a limited number of employees because of no turnover in the few positions that interface with systems

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☒ Yes

☐ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.	Lt Governor, Governor, Sec/Administration, Sec/Natural Resources, Sec/Education, Sec/Technology	all	\$ 0
2.	Sec/Transportation, Sec/Public Safety, Sec/Health/Human Resources, Sec/Finance	all	\$ 0
3.	Sec/Commerce/Trade, Sec Agriculture-Forestry, Va Israel Advisory Board	all	\$ 0
4.	Va Racing Commission, Va Liaison Office	all	\$ 0
5.	Substance Abuse	all	\$ 0

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	1.0
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	n/a	
2.	n/a	
3.	n/a	
4.	n/a	
5.	n/a	

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	n/a		
2.	n/a		
3.	n/a		
4.	n/a		
5.	n/a		

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.

n/a

2.

n/a

3.

n/a

4.

n/a

5.

n/a

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☐ Yes

☒ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	n/a			
2.	n/a			
3.	n/a			
4.	n/a			
5.	n/a			

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	n/a			
2.	n/a			
3.	n/a			
4.	n/a			
5.	n/a			

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retroactive Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

n/a

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Job Data	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Benefits Data	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Compensation Data	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
New Hire Process	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

n/a

2.

n/a

3.

n/a

4.

n/a

5.

n/a

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

n/a

2.

n/a

3.

n/a

4.

n/a

5.

n/a

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

n/a

2.

n/a

3.

n/a

4.

n/a

5.

n/a

30. Please list the top five functions or components of the systems that work especially well.

1.

n/a

2.

n/a

3.

n/a

4.

n/a

5.

n/a

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.

n/a

2.

n/a

3.

n/a

4.

n/a

5.

n/a

32. What process do you use to measure agency satisfaction with these functions or components?

n/a

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

n/a

40. How are system changes identified and prioritized?

n/a

41. Please list system changes that have been made in the past 12 months.

1.

n/a

2.

n/a

3.

n/a

4.

n/a

5.

n/a

42. Please list pending system changes.

1.

n/a

2.

n/a

3.

n/a

4.

n/a

5.

n/a

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

n/a

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

n/a

45. If you have any other concerns or comments about this functional area, please include them here.

n/a

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☒ electronic copy

☒ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.1
Band - 4	
Band - 5	.5
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	shredding	\$ 200
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.

FTE tracking

2.

Lists by pay band or role title for compensation studies

3.

State begin dates for layoff & potential retirees

4.

Information for EEO-4 report

5.

of terminations in a year

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Keying special rates for teachers due to COLAs granted by General Assembly	Benefits
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

We must key special rates for all teacher (Trainer and Instructor II) positions

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
DCE requires Pay Action Worksheets (PAW) for compensation transactions
2.
HR requires appropriate documentation from supvr for all position transactions
3.
HR created a Personnel Action Worksheet for employee transactions that is used in conjunction with the PAW
4.
DCE supervisors use a Hiring and Transfer form when advertising and/or transferring positions or employees
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
Personnel Management system is not always consistent with PMIS, and therefore cannot be relied on for important reports
2.
PMIS and CIPPs interface
3.
.....
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
Various components of the PMIS system: Benefits
2.
recruit
3.
employee
4.
position
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Records in suspense require having our benefits administrator to take the transaction to DHRM for keying
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	DHRM Help desk	
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

40. How are system changes identified and prioritized?

Sign-on by internet for PMIS.

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.2
Band - 5	.2
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	access		2003	
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				in-house project based on standard software
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Quarterly Report	Senior management	every three months
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
Information useful for workforce planning such as projected retirement dates
2.
Information on competencies/job requirements
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☐ Yes

☒ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Prior service calculations and input are very complex as well as returns from leave without pay. Future dated transactions are no longer possible in PMIS, which creates great difficulty.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
Comprehensive data gathering for employees
2.
Compliance with state and federal regulations
3.
Accuracy of information
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Eliminate multiple entries of data to prevent/decrease errors
2.
Better training/education for management & staff in business processes
3.
Assistance to employees with leave issues and a better understanding of the leave system
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
Allow employees accessibility to their own records in order to verify personal information
2.
Drop down menus would be very helpful in entering employee information
3.
On screen help for PMIS and online training
4.
Consolidation of PMIS, BES & CIPPS
5.
Ability to create ad hoc reports, queries and manipulate agency information/data

30. Please list the top five functions or components of the systems that work especially well.

1.

See Question #23.

2.

.....

3.

.....

4.

.....

5.

.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.

See Question #22

2.

.....

3.

.....

4.

.....

5.

.....

32. What process do you use to measure agency satisfaction with these functions or components?

N/A

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.

N/A

2.

.....

3.

.....

4.

.....

5.

.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

This survey is unclear. The Library does not currently have an electronic personnel action processing system. Personnel actions are handled manually except for data entry into PMIS and the in-house database. In addition, survey question #20 only allows for the lowest rating of 'fair' and in many cases PMIS would not even be considered to be that good.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☒ Yes

☐ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	.0
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Information unavailable	
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Access Database			\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 0	\$ 0	\$ 0	
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.

Ability to create ad hoc desk top reports by management from an HRIS

2.

.....

3.

.....

4.

.....

5.

.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Ad hoc reports
2.
Agency employee/position information
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☒ Yes

☐ No

17. If yes, please list the tools.

1.
HRIS system such as Oracle, SAP, etc. is needed with associated tools for agency specific use.
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	None			
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	None approved			
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☒ Yes

☐ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☒ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Undo Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP, Return to work, Corrections Officer to Corrections Officer Senior (tracking status and transactions), payroll/timekeeping, 120 plus locations

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
PMIS Transaction codes are more user friendly
2.
PMIS access recently made easier
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

Need integrated HRIS

2.

Need fully automated processing/eliminate manual payroll process

3.

Need one point data entry

4.

Need system for better and easier report generation

5.

Systems need to communicate, i.e., PMIS and CIPPS

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

Agency wide HRIS with all HR components

2.

Automated processes such as timekeeping, payroll, leave, etc.

3.

.....

4.

.....

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
Unsure
.....
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Unsure
.....
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

None

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.
Limited sessions of PMIS training
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

N/A

40. How are system changes identified and prioritized?

Access system changes are handled inhouse

41. Please list system changes that have been made in the past 12 months.

1.
Update of individual databases
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
Continuation of updates
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

None pending unless an HRIS is purchases.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

45. If you have any other concerns or comments about this functional area, please include them here.

We use PMIS for transactions but have an Access database that is used in HR offices. The Access databases are unique to each Organizational Unit and do not represent an agency wide HRIS.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☒ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	printing forms & copying replies	\$ 800
2.	Postage	\$ 250
3.	supplies	\$ 100
4.	VITA CHARGES	\$ 200
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	NONE		
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
NONE
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
PME 480
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	NONE			
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	NONE			
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Va Employee Recognition Program	takes time away from personell issues
2.	Employee Evaluation Period	Takes time away from normal HR Processing
3.	Summer grass cutting and construction	Requires additional HR processing actions
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Notification from VSDP service provide is always late and sometime causes a delay in the employee benefits.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

It gets people hired.

2.

.....

3.

.....

4.

.....

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Simplicity of use
2.
Generate one master file with all employee data in that data base
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
None
2.
.....
3.
.....
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
None
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
special pay adjustments and pay outside the normal band
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

How many employee complaints

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	none	
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	See DHRM Web Page		
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

We have no system change capability.

40. How are system changes identified and prioritized?

N/A

41. Please list system changes that have been made in the past 12 months.

1.
NONE
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
NONE
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

NONE

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Labor laws and regulations

45. If you have any other concerns or comments about this functional area, please include them here.

NONE

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	.8
Band - 3	
Band - 4	.1
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	In house- Personnel Action Application	NA	Oracle	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0			
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Employee transactions	Management	Daily
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.

Reports on wage employees

2.

3.

4.

5.

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.

Salary data

2.

Prospective retirement candidates

3.

Employees by locality, activity code

4.

Transaction reports

5.

EEO data

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☒ Yes

☐ No

17. If yes, please list the tools.

1.

People Admin

2.

SAP

3.

People Soft

4.

ADP

5.

Ceridian

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	Oracle/fed to agency dashboard	Management	Daily	Up to date data on employee population
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	On hold due to PPEA effort			
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☒ Yes

☐ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☒ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Shift differential - specifically updating the shift differential amount with other salary actions such as performance increases. Non-state pay supplements and changes to that amount with other salary actions such as performance increases. In general, there is a certain level of complexity to all transactions because staff members need to be familiar with transaction processing codes.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

Our systems tracks actions real time and feed data to our dashboard daily.

2.

.....

3.

.....

4.

.....

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Need one fully integrated system for all HR/payroll functions.
.....
2.
.....
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
Full integrated
2.
No double keying
3.
Easy to use - drop down menus versus transaction codes
4.
Ad-hoc reporting
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.

Agency developed system has drop down menus, no transactions codes.

2.

.....

3.

.....

4.

.....

5.

.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.

Any kind of corrections, retroactive actions, or suspense actions are very complex and usually require DHRM assistance.

2.

.....

3.

.....

4.

.....

5.

.....

32. What process do you use to measure agency satisfaction with these functions or components?

Comments from management on the dashboard data.

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.

Training is not always available when new employees are hired.

2.

.....

3.

.....

4.

.....

5.

.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Work with the developer of the system

40. How are system changes identified and prioritized?

Changes are identified by finding something that doesn't work or a new requirement. Changes are prioritized based on staffing resources and workload.

41. Please list system changes that have been made in the past 12 months.

1.
Entire system has had modifications.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
Continue enhancements that streamline processing.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

On hold due to the PPEA effort.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

Need a systems to replace PMIS that easily interfaces with other systems and is easy to use (such as drop down menus versus transactions codes). Need to be able to generate real time reports (static and ad-hoc).

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☒ Yes

☐ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.1
Band - 5	.1
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Do not track separately	
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☐ Yes

☒ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Retroactive actions - we can't always access to make changes
 Future-dated actions - the system doesn't always update in a timely manner
 Undo actions - have to send to DHRM

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
Current data available to assist employees
2.
Timeliness of entering transactions
3.
Ability to print off transactions locally to keep records up to date
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Integrate PMIS with payroll and CIPPS
.....
2.
.....
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
Integration of PMIS with payroll and CIPPS
.....
2.
.....
3.
.....
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
PSE003,005 & 009 have been streamlined and work well
2.
PSB301 has been re-vamped and works well
3.
DHRM web site updated in a timely manner and is very helpful
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Hard to distinguish which codes to use for transactions
2.
Some screens are confusing - too much data in a small space
3.
Sometimes the system doesn't update employee files in a timely manner
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

Quarterly customer survey of DMME staff's satisfaction with Office of Human Resources support - Target 90% or greater satisfaction.

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	PMIS Helpdesk	timeliness of response to problems
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	Intro to PMIS System	4 x year	\$ 50
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.

Training offered in Richmond only - HR staff located in far southwestern Virginia

2.

Changes to PMIS/BES are not communicated to agencies

3.

.....

4.

.....

5.

.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Notify the helpdesk to request changes

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

42. Please list pending system changes.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☐ Yes

☒ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.	The Department of Humna Resources Management, HR Division	\$ 0	\$ 0
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	.0
Band - 2	.0
Band - 3	.0
Band - 4	.0
Band - 5	.0
Band - 6	.0
Band - 7	.0
Band - 8	.0
Band - 9	.0
Contracted Labor	.0

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Hurman reports on pay differentials/comparisons
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

- ☐ Yes
- ☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retroactive Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

None. EDR has 14 employees. We notify DHRM of personnel actions and they process. This is an efficient system for a small agency.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
Efficient
2.
High Quality Service
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Not that we're aware.

45. If you have any other concerns or comments about this functional area, please include them here.

Note: Questions 27-34 are not applicable to us because we do not process personnel actions. The design of this survey forces us to select a yes or no answer with several of these questions even though they really do not apply to us.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☒ Yes

☐ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.	DFP, DMBE	Full HR services based on annual fee per agency	\$ 10,000
2.	Aging, Comp Board	Full HR services based on annual fee per agency	\$ 10,000
3.	CG & DRPT	Full HR services based on annual fee per agency	\$ 10,000
4.	DOAV	Full HR services based on annual fee per agency	\$ 10,000
5.	CHR, EDR,	Primarily HR transactions assistance	\$ 0

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.4
Band - 4	
Band - 5	.3
Band - 6	.3
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	n/a	
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.

Salary surveys

2.

Workforce planning queries

3.

EEO Calculator

4.

Applicant tracking data

5.

File uploads

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	PMIS/BES	DOA/Health Care Providers	daily	personnel transactions
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	annual performance evaluation	Transactions/HR
2.	annual healthcare open enrollment	Transactions/Health Benefits
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

n/a

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
automated process
2.
.....
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
ability to back out "certain" transactional data w/o seeking assistance from central HR agency
2.
.....
3.
.....
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
Interaction between PMIS & BES
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
ability to make corrections
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

customer satisfaction survey

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	PMIS	approx. 2x per year	\$ 0
2.	BES	approx . 2x per year	\$ 0
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

All changes are coordinated with IT & Health Care systems manager

40. How are system changes identified and prioritized?

As determined by IT and/or Office of Health Benefits (system owners)

41. Please list system changes that have been made in the past 12 months.

1.
Enhanced features of Employee Direct
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
not known
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

Not aware of any at this time

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

45. If you have any other concerns or comments about this functional area, please include them here.

No

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.2
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Access (Applicant Tracking and Employee Training)	Primary Information	2000	\$ 0
2.	Access (Applicant Tracking and Employee Training)	Benefits Information	2000	\$ 0
3.	Access (Applicant Tracking and Employee Training)	Education Information	2000	\$ 0
4.	Access (Applicant Tracking and Employee Training)	Personal Information	2000	\$ 0
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.	\$ 0	\$ 0	\$ 0	\$ 0
3.	\$ 0	\$ 0	\$ 0	\$ 0
4.	\$ 0	\$ 0	\$ 0	\$ 0
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 0	\$ 0	\$ 0	Developed for in-house needs
2.	\$ 0	\$ 0	\$ 0	Developed for in-house needs
3.	\$ 0	\$ 0	\$ 0	Developed for in-house needs
4.	\$ 0	\$ 0	\$ 0	Developed for in-house needs
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Employee Training Information	Management	Quarterly
2.	Employee Education Information	Management	As Requested
3.	Service Award Information	Management	Quarterly
4.	Employee Emergency Information	Management	As Requested
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☐ Yes

☒ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☒ Yes

☐ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☒ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Training	Human Resources
2.	Performance Management	Agency
3.	Compensation	Director's Office and Human Resources
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
Data is easily retrieveable
2.
Excellent management cooperation
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

PMIS could interface with CIPPS and VRS

2.

PMIS change training should be more current

3.

PMIS and VRS manuals should be more current

4.

.....

5.

.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

See response to question 23

2.

.....

3.

.....

4.

.....

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Benefits Enrollment System (BES) difficult to navigate
2.
VSDP has limitations due to communication issues between DHRM and VRS
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.
Outdated materials
2.
Limited direction
3.
Only two points of contact statewide for IT problem resolution
4.
Help desk responses are not always timely
5.
File respository has too many undefined codes

39. Please identify the process that is followed to make changes and enhancements to the systems.

40. How are system changes identified and prioritized?

Unknown

41. Please list system changes that have been made in the past 12 months.

1.
Unknown

2.
.....

3.
.....

4.
.....

5.
.....

42. Please list pending system changes.

1.
Unknown

2.
.....

3.
.....

4.
.....

5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

Unknown

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

This question should be addressed to the Department of Human Resource Management.

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.2
Band - 5	.1
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Printing of documents for the personnel file	
2.	Storage, both active and terminate employees files	
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	FMLA tracking	HR staff	as needed
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.

FMLA tracking report

2.

.....

3.

.....

4.

.....

5.

.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☐ Yes

☒ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	PMIS/BES	HR Staff	Daily	Update/review records
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

- ☐ Yes
- ☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Transfers from other state agencies - we have to wait on the other agency to do their part.

Adding someone as a dependent to health insurance when that person had their seperate coverage as an employee with another agency

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

New user friendly system

2.

Less cumbersome screens

3.

Colors were changed to be easier to read and they aren't.

4.

Training on various reports to generate from our existing system

5.

Documents generated on one page rather than having it spread over two pages.

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

Easy to read; not so jumbled up

2.

Use of words not codes i.e. PSE009

3.

.....

4.

.....

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

None - it is HR system and we tolerate it and use it because it is what is available to us by DHRM

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	DHRM Personnel	None currently
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	PMIS at PDS	4 x year	\$ 0
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.
Would like more training on reports that can be produced.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Unknown; PMIS belongs to DHRM

40. How are system changes identified and prioritized?

Unknown; PMIS/BES and HuRMan belong to DHRM and Reportline belongs to another agency other than us.

41. Please list system changes that have been made in the past 12 months.

1.
Screen colors
2.
Access through the web
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

45. If you have any other concerns or comments about this functional area, please include them here.

Our PMIS system is cumbersome and appears to be old fashioned in how entries are made and data is retrieved.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☒ Yes

☐ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.	Chippokes Plantation Farm Foundation (319)	All HR support	\$ 0
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.2
Band - 4	
Band - 5	.5
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Printing	
2.	Supplies	
3.	Postage	
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	P-3 Log	Excel		\$ 0
2.	Wage database	Access		
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 0	\$ 0	\$ 0	For tracking PMIS transactions and reasons for.
2.				There is no state system for tracking wage employee data.
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.

A report from PMIS that provides race and gender information on the same report.

2.

.....

3.

.....

4.

.....

5.

.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Ad-hoc reports; request varies with demand for information
2.
E480 report
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☒ Yes

☐ No

17. If yes, please list the tools.

1.
PeopleSoft
2.
Oracle system (can't recall name of application)
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Seasonal State Parks employees	Pay Action Worksheets and new hire paperwork generated for each position
2.	Open Enrollment	Keying of open enrollment changes; printing reports
3.	Annual Evaluation Period	Tracking, keying, filing
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

DCR has competitive and non-competitive transfers within divisions, upward roles changes, retroactive increases, large volume of seasonal wage hires.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

Training on how to complete a Pay Action Worksheet at the manager level

2.

On-line processing

3.

.....

4.

.....

5.

.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

Ease of use

2.

Accessible at manager/supervisor level

3.

Tutorial

4.

Web based

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
Approval process; well defined in the agency
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Incomplete PAWs turned in to HR
2.
Information required for PAWs not easily accessible for managers/supervisors.
3.
Approval process; because it is a manual effort
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	DHRM Open Enrollment PMIS Training	4 X year	\$ 60
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.
Very basic, be helpful if computer based
2.
Need intermediate and advance training levels
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Managed by DHRM

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Privacy concerns, HIPPA Privacy Act

45. If you have any other concerns or comments about this functional area, please include them here.

A system that intergrates with payroll would be helpful. A system that captures disciplinary actions in addition to the employee's position, personnel data, and Health care information.

Question #7: We cannot provide cost data specifically related to Personnel Actions. We can provide a cost for "all" HR functions performed by the HR office, but not broken out as requested in this survey.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	1.0
Band - 3	1.0
Band - 4	1.0
Band - 5	2.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Oracle	HR		
2.	Microsoft Excel			
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				integrated system with financial systems
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☒ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	EEO Report	DHRM	monthly
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Employees' salaries
2.
Employees by role title and cost code
3.
Employees demographics - years of service and age
4.
Filled and vacant positions
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Summer Internship - Agency-wide	Human Resources, payroll, finance
2.	Healthcare/Flex Open Enrollment - Agency-wide	Benefits Team, payroll
3.	Annual Performance Evaluations	Human Resources, payroll
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

None - normal day-to-day transactions

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
Easy and quick - very little falls through the cracks - appropriate staff notified - quick turnaround time
2.
.....
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

enable Agency system to interface with PMIS - eliminate double entry

2.

Get away from paper notification to electronic notification

3.

.....

4.

.....

5.

.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

Allow a system to be able to track an employee's history from their original hire date - listing every position held within the state, all salary changes, role changes and any personnel action taken

2.

Enable an Agency to conduct a reference check from a system to ensure an honest assessment of an employee is provided - central warehouse

3.

Get away from paper copies of personnel files to electronic copies

4.

.....

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
Electronic access to P-3
2.
Leave expiration list
3.
Ability to view suspense records
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Ability to key current employee transactions if suspense record exists in BES record
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

HR Director has an open door policy for management and employees to suggest improvement. The Agency Director has an "Ask the Director" feature on the Agency's Intranet for employees to ask questions or share concerns on any issue.

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

When an issue arises the HR team meets to discuss the problems/issues and makes adjustments to process. IT, HR and Finance meets monthly to discuss current functions and ways to improve the current process.

40. How are system changes identified and prioritized?

We meet monthly - identify issues, discuss timelines - prioritize according to business needs

41. Please list system changes that have been made in the past 12 months.

1.
Web-access to PMIS
2.
PME480 - structure change
3.
BES codes update
4.
Enhancements to data access screens
5.
.....

42. Please list pending system changes.

1.
further implement oracle HR data capture and reporting features
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

DEQ will implement Oracle Time and Labor and eliminate CIPPS leave tracking.
planned 09/2005

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.3
Band - 4	
Band - 5	.4
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	.2

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	All mentioned not known	\$ 0
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	None that are automated		
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
A report of recruited positions
2.
A report of hourly, (wage) employees and a means to track their hours worked
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Service Awards
2.
Demographic data for workforce plan
3.
Performance Ratings report
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	None known			
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	None known			
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

- ☐ Yes
- ☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP disability approvals do not coordinate with pay periods.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
It is well documented
2.
It is very accurate
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Have automated personnel transactions
2.
Have electronic submissions of transactions to payroll
3.
Have automated leave submissions to eliminate paper leave forms
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
Automated
2.
User friendly
3.
No duplication of entry
4.
Decentralized authority
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Sending transactions to payroll
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

We have none at this time. We have sent out surveys in the past

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	DHRM Helpline	PMIS issues
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	Training on how to use PMIS	Not sure	\$ 0
2.	Training on CIPPS leave system	Not sure	\$ 0
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Either the Department of Human Resource Management or the Department of Accounts has to make changes or enhances. The agency can make some PMIS transaction changes.

40. How are system changes identified and prioritized?

We have not made any requests for changes

41. Please list system changes that have been made in the past 12 months.

1.	
None	
2.	
3.	
4.	
5.	

42. Please list pending system changes.

1.	
None	
2.	
3.	
4.	
5.	

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

None known

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Not sure

45. If you have any other concerns or comments about this functional area, please include them here.

PMIS and CIPPS are not coordinated effectively. PMIS is a cumbersome system. It is very frustrating to be working in PMIS, receive a phone call, and then return to PMIS and have all work gone.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☒ Yes

☐ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	5.0
Band - 4	4.9
Band - 5	1.2
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	agency does not collect cost data in this manner	\$ 0
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	none		
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
Notification of purchase of prior service
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
transactions reports
2.
pay action reports
3.
EEO assessments
4.
Years of service reports
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	none			
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	none			
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Inclement Weather/Disaster Related	Human Resources, Payroll, Security and Emergency Management and District Operations
2.	Summer Interns/Summer staff	Human Resources, Payroll, and District Operations
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Would possibly apply to all state agencies:

VSDP

Staff on loan from/to other Agencies.

Special staff assignments.

At-Will employees.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

Some systems edits/checks and balances

2.

Specified transaction codes assigned

3.

.....

4.

.....

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Ability to fix non complex problems without going to DHRM
2.
Ability to view personnel transactions from other agencies when bringing someone aboard.
3.
PMIS and CIPPS to interface with simultaneous updates
4.
Ability to capture wage as well as classified employees
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
Ability to reduce duplication of data entry by populating data simultaneously
2.
Real time data for retrieval and reporting
3.
Systems flexibility/customization
4.
Ability to maintain detailed historical data
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
BES data
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Calculation of service
2.
Correction of keying errors
3.
Researching history
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

None

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	DHRM helpdesk	Usually must wait for a response
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	PMIS	sporadic	\$ 0
2.	BES	sporadic	\$ 0
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.
Prefer hands on training
2.
More frequent training
3.
Timely communication of system changes
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Notify DHRM

40. How are system changes identified and prioritized?

Unknown-DHRM process

41. Please list system changes that have been made in the past 12 months.

1.
Additonal drop down fields
2.
New field data entry requirements
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
Unknown-DHRM system
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☒ Yes

☐ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.	Board of Accountancy	All	\$ 0
2.	Motor Vehicle Dealer Board	All	\$ 0
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	1.0
Band - 5	
Band - 6	.5
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Storage	\$ 30,000
2.	Printing	\$ 1,700
3.	Supplies	\$ 2,500
4.	Postage	\$ 3,600
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Q & A			
2.	DMV HRO Interface			
3.	Excel			
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0			
2.	\$ 0			
3.	\$ 750			
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Employee Listing by Administration	Executive Staff and Budget Office	semi-monthly
2.	Overtime Costs Projections	Management	Monthly
3.	MEL tracking	HR and Executive staff	weekly
4.	Employee Relations Data	HR andf Management	Daily
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
Reports in "real time"
2.
Total benefit reports, ie. health care, deferred comp.,etc.
3.
Employee interactive capability
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Termination Reposts
2.
Turnover Rates
3.
Workforce Planning statistics
4.
Statewide employee and position data comparison
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	480/PMIS report	In-house Interface	semi-monthly	ad-hoc reports
2.	Hermann/PMIS	HR staff	monthly	EEO statistics, Employee Trans.
3.	484/PMIS	In-house VSDP system	semi-monthly	tracks STD and LTD
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	HRO Interface re-write	all	daily	total integrated system
2.	Applicant tracking	all	daily	employment activity
3.	Time and Attendance			
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☒ Yes

☐ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☒ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP, Internal transfers, retroactions, Dealer Board transactions

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

HR Interface System

2.

HR VSDP System

3.

Relationship between HR and payroll

4.

HR consultation with management

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

All inclusive HR system, including time and attendance

2.

need for real time data

3.

employees assessability to persona portfolio

4.

.....

5.

.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

no dual entry

2.

no consatraits from centralized agency

3.

document imaging

4.

.....

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
In-house VSDP system
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
No integration between PMIS and CIPPS
2.
No automated Time and Attendance
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

Data integrity, timely payment of salary

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Technology process request to IT Department

40. How are system changes identified and prioritized?

Determined by agency's IT portfolio

41. Please list system changes that have been made in the past 12 months.

1.
Agency pay action module
2.
HRO interface
3.
on-line application
4.
.....
5.
.....

42. Please list pending system changes.

1.
same as above
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

Implementation of the Federal Real ID Act, Centralization of agency functions

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

DHRM constraints, Homeland Security , Fingerprinting

45. If you have any other concerns or comments about this functional area, please include them here.

CIPPS and PMIS Integration

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☒ Yes

☐ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.	Office of Commonwealth Preparedness		\$ 0
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☒ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.1
Band - 4	.2
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.

Wage Employee Information regarding salaries, length of service, and address

2.

.....

3.

.....

4.

.....

5.

.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Transactions Report
2.
Salary Information
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Hurricane Season	Human Resources
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

DHRM has to be involved when transactions are voided or sometimes in suspense. It's very difficult to reach someone on the phone at DHRM for assistance.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Wage employees need to be put in the PMIS system. It's very time consuming to use another database to track wage employees
2.
.....
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
CIPPS and PMIS need to be integrated
2.
All employees need to be placed in the personnel action processing process
3.
.....
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.
The system keeps changing and training is only offered once or twice a year
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

More formal hands on training needs to be provided and there needs to be a call center when agencies have issues.

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

NO

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☒ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	.8
Band - 3	1.8
Band - 4	
Band - 5	.2
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	MAPPER and PMIS Storage & Printing	\$ 0
2.	Folders, Printing, Copying, Microfilming	\$ 0
3.	Postage	\$ 0
4.	Other supplies	\$ 0
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	MAPPER	Human Resources	Unknown	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 0	\$ 0	\$ 0	Matched PMIS
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	SP-68 Form for all personnel actions.	Payroll Section; Sworn Programs, Benefits	Daily as actions are processed.
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
Custom reports created by selection of fields, menu supported and on-line.
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.

Sworn salary actions

2.

Civilian pay actions

3.

Special or unusual actions

4.

Military personnel actions.

5.

Mass salary updates.

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	PMIS	DHRM	Daily	Personnel Action Reporting
2.	MAPPER	Dept of State Police	Daily	Personnel Records and Reports
3.	CIPPS	DHRM/DOA/VSP	Daily	Payroll and Leave Reporting
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

- ☐ Yes
- ☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

- ☐ Yes
- ☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	School Graduations	Personnel Actions and Payroll
2.	Probation ending for schools of sworn employees	Personnel Actions and Payroll
3.	Special Actions such as military	Personnel Actions/Payroll/Class/Comp/Employment
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Retroactive transactions and future dated transactions need to have built in indicators and flags to assist in completing the actions.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
Time delayed payroll allows time for processing.
2.
Availability of information from PMIS and MAPPER.
3.
Widely used system.
4.
DHRM maintained PMIS and CIPPS Systems.
5.
Decentralized processing.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

Better access to history information especially on employee transfers.

2.

Easier to use report generation, particularly custom reports.

3.

Completely electronic file system with automatic review fields.

4.

Summarize PSE309 data with about 3 lines per transactions.

5.

Instant on-line statistics from transactions.

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

One step chaining report generation and transmission to update all fields and generation of informational reports and letters.

2.

Instant statistical custom report generation on line.

3.

Automatic filling of fields when the data is known.

4.

Instant checking and warning when a transaction is over a limit or illegal by DOA standards.

5.

Automatic transmission to update MAPPER or other internal systems when a completed transaction is entered.

30. Please list the top five functions or components of the systems that work especially well.

1.
PMIS entry if the information for all fields is correct.
2.
Data processing assistance from DHRM for PMIS.
3.
Routine entries, promotions, transfers, demotions, inbands, etc.
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Retroactive actions.
2.
Delayed actions.
3.
Restricted position actions.
4.
Tranactions from probation to regular employee.
5.
Military transactions, supplemental pay, etc.

32. What process do you use to measure agency satisfaction with these functions or components?

Employee satisfaction as to whether their checks are on time and correct and whether their leave is reported correctly. If we do not hear from anyone we know the systems are working correctly and that our work has been accurate.

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	DHRM - Jo Ann Stamper provides assistance for PMIS transactions.	Only one knowledgeable person for the entire system.
2.	Kristen Reynolds and Natalie Smith for MAPPER system.	Need more knowledgeable people.
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.

PRODUCTION MAPPER TRAINING IS UNAVAILABLE FOR NON-DP STAFF.

2.

PMIS TRAINING IS SPORADIC AT BEST; REFRESHER COURSES ARE NEEDED.

3.

.....

4.

.....

5.

.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

An SP-120 form is completed and submitted through channels to the IT and Planning Division. Changes are prioritized and attended as time is available. PMIS Changes are basically unavailable except when major changes such as comp reform are made.

40. How are system changes identified and prioritized?

The IT and Planning Division identifies and prioritizes changes for MAPPER based systems. For PMIS systems, DHRM receives input and changes PMIS to meet the universal need.

41. Please list system changes that have been made in the past 12 months.

1.
MAPPER - none
2.
PMIS- Additional fields for supervisor etc. added.
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
unknown
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

Not aware of any.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

State Personnel Act.

45. If you have any other concerns or comments about this functional area, please include them here.

Not enough concern is given to ensure the accurate and timely entry that goes into the process to produce our paychecks on a timely basis. Although we have an experienced and well trained Personnel Assistant performing this work, only if we fail to enter a transaction or enter incorrectly does the process direct attention. A more complete system with checks and balances would have the person submitting the action perform a simple data entry and a flag created if the action was not processed within a certain amount of time.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☒ Yes

☐ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.	Office of Comprehensive Services	Advertising & recruitment	\$ 0
2.	" "	Benefits and payroll functions	\$ 0
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	1.0
Band - 3	1.0
Band - 4	1.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Storage	\$ 5,000
2.	Printing	\$ 15,000
3.	Supplies	\$ 20,000
4.	Postage	\$ 15,000
5.	Advertising	\$ 100,000

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Commonwealth Integrated Payroll System	?	Millenium 3.0	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0			
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				Statewide System selected outside agency
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Reports based on SOC and role codes
2.
Reports on inband adjustments
3.
Salary comparison reports
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

- ☐ Yes
- ☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	HRM Track	HR Recruitment and Employee Relations staff	As needed	Position and applicant tracking system
2.	Local Employee Tracking System	All local agencies that follow State's HR processes	As needed	local version of PMIS
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Health Care Open Enrollment	Benefits keying
2.	Flexible Reimbursement Open Enrollment	" "
3.	Ineligible Dependents (age 23)	" "
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Our office interacts with 120 local departments of social services. Eighty-four of those agencies follow the state's personnel policies/procedures/guidance. The entire local system is made up of between 7,000 - 8,000 employees. These are LOCAL employees; not State; however, we perform a host of administrative HR support functions for them (i.e., recruitment, technical assistance, etc.). Local staff information is captured, in part, by the automated Local Employee Tracking System.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

Personnel Transaction Form (vehicle for notifying benefits unit of employee status changes/transactions).

2.

.....

3.

.....

4.

.....

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

Require more lead time to perform functions and ensure accuracy

2.

.....

3.

.....

4.

.....

5.

.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

Ability to write own reports

2.

.....

3.

.....

4.

.....

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.

HRM Track

2.

PMIS

3.

CIPPS

4.

.....

5.

.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.

Because PMIS and CIPPS do not interact, manual efforts are necessary.

2.

.....

3.

.....

4.

.....

5.

.....

32. What process do you use to measure agency satisfaction with these functions or components?

Surveys

Internal oversight and monitoring of the processes.

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	State DHRM provides training	Periodically	\$ 50
2.	State VRS	Periodically	\$ 50
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☐ Yes

☒ No

38. If no, please list reasons.

1.
Need more frequent classes
2.
Need more detailed classes
3.
Need classes on more HR topics
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Collect user input to determine needed changes.

40. How are system changes identified and prioritized?

Inhouse protocol for identifying and prioritizing system changes.

41. Please list system changes that have been made in the past 12 months.

1.
Modification to the LETS to make it more user friendly.
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
Further major enhancements to LETS.
2.
Resdesigning HRM Track in Oracle
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

None at present.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No.

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☒ Yes

☐ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Using Hurman - reports concerning all areas of employee/position information
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

- ☐ Yes
- ☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	Access Database	Agency Mgt/some HR personnel	Weekly	Manpower planning, auditing information
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Benefits open enrollment	Benefits section
2.	Performance management (evaluation and setting new expectations)	Compensation section
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

We have some PMIS situations that, although simple to execute, require close monitoring. Our Juvenile Correction Officers receive training and after one year on the job and all of their basic training is completed, are in-band adjusted 10% and given the new working title of Juvenile Correction Officer Senior. This is not an automatic transaction - it requires the Compensation Analyst to contact an HR Analyst in the Juvenile Correction Center to determine which JCO's are eligible that month and then enter the information into PMIS. Many times, these in-band adjustments get overlooked and we are having to do them retroactively. If we had some way of automatically moving them up at the one year mark (unless we stopped the action), this would definitely ensure that we didn't miss any employees.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

There are a lot of fields that allow for plenty of information.

2.

.....

3.

.....

4.

.....

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

The system requires too many different screens for the entry of information.

2.

PMIS is not interactive

3.

Once a transaction has been entered, there is no way to back it out without performing another whole transaction.

4.

.....

5.

.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

Interactive

2.

Ability to change information easily that has been entered incorrectly

3.

Availability of more information in one place - allow access to Benefits and Compensation all in one place

4.

.....

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
They allow for a lot of information per employee
.....
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Entry of new positions requires at least 2 full screens
.....
2.
Employee information is found in so many different places that you have to know the codes to move around between screens.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

None

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	On-line help desk	Once a problem has been submitted it may be days before an answer is forthcoming
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	Training provided through DHRM		
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

I am not privy to that information.

40. How are system changes identified and prioritized?

Unknown

41. Please list system changes that have been made in the past 12 months.

- 1.
Unknown
- 2.
.....
- 3.
.....
- 4.
.....
- 5.
.....

42. Please list pending system changes.

- 1.
Unknown
- 2.
.....
- 3.
.....
- 4.
.....
- 5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

Unknown

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

Although DJJ has an ACCESS database, this is all information that is stored in the state PMIS system and can be found using HuRMAN. This seems like redundant systems to me.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☒ Yes

☐ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	2.5
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Storage	\$ 1,000
2.	Postage	\$ 2,000
3.	Copying of files	\$ 500
4.	Cabinets	\$ 2,500
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	CIPPS			
2.	Wage Mainframe			
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 1,200		\$ 600	
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Staffing reports by division	HR, Field Mgmt, Executive Team	monthly
2.	Social Security listing for Healthcare keying	HR	monthly
3.	Employee phone numbers	HR	monthly
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
The "old" K78 report
2.
Ability to track wage employees and their hours on state system
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
staffing report
2.
EPR525
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☒ Yes

☐ No

17. If yes, please list the tools.

1.
real-time turn around reports
2.
ability to run "real time" reports on wage and classified
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☒ Yes

☐ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☒ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Open enrollment	Benefits unit
2.	High unemployment during winter & holidays	Recruitment & selection hiring staff for the local offices
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

We have standard HR transactions for the size of our agency.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
intergrate HR with Payroll so we have less paper and better security
2.
make it have real time report functions
3.
include wage employees in the tracking
4.
accumulate wage hours for the 1500 limit
5.
tie personnel system in with applicant tracking

30. Please list the top five functions or components of the systems that work especially well.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

Out put from system and staff feedback. Feedback from DHRM.

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	DHRM	posted	\$ 0
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

no

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.7
Band - 4	.3
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Supplies - folders, labels, etc.	\$ 400
2.	Printing	\$ 1,000
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	N/A		
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
Workforce planning reports - competency matrices
2.
Automated turnover statistics
3.
Internal equity comparator report w/ standard deviation
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Employees by office/salary/role
2.
FLSA status report
3.
Internal equity queries for salary offers, in-band adjustments
4.
Years of service report for succession planning
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☒ Yes

☐ No

17. If yes, please list the tools.

1.
SAP
2.
Abra
3.
SAS
4.
Peoplesoft
5.
Trillium

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	N/A			
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	N/A			
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Tax processing season	recruitment, payroll processing, applicant tracking
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

None

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

Personnel actions are followed through to completion by one person to reduce duplicate entry

2.

Ability to review transactions for completeness

3.

.....

4.

.....

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Imaging of personnel records
2.
.....
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
Automated position tracking/control for budgeting purposes
2.
Automated generation of org charts from position and personnel data fields
3.
Employee self-service for certain transactions such as address changes
4.
Connectivity between personnel, benefits and payroll databases to reduce the need for double keying
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.

HuRMan's functionality has been improved as far as query capabilities

2.

.....

3.

.....

4.

.....

5.

.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.

DHRM EEO analysis tool needs to be improved

2.

.....

3.

.....

4.

.....

5.

.....

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

40. How are system changes identified and prioritized?

N/A

41. Please list system changes that have been made in the past 12 months.

1.
N/A
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
N/A
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

N/A

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☐ Yes

☒ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.	DHRM - All areas of personnel	\$ 10,000	\$ 0
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.1
Band - 4	
Band - 5	.2
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.

Exempt/Non-exempt

2.

Address, phone numbers, e-mail addresses

3.

Salary surveys

4.

vacant positions

5.

workforce planning

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	PMIS/BES	DOA/Health Care Premiums	daily	personnel transactions
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Performance Evaluation	transactions
2.	HC Open Enrollment	transactions
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retroactive Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

Automated

2.

.....

3.

.....

4.

.....

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

PMIS - needs to be "real" time versus updating records (HURMAN) monthly or semi-monthly

2.

.....

3.

.....

4.

.....

5.

.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

Back-out certain transaction w/o having to send info for keying to DHRM.

2.

.....

3.

.....

4.

.....

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
BES/PMIS interaction
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
corrections for transactions
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	Customer service	
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	PMIS	2x per year	\$ 0
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.
Employee Direct
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☒ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.2
Band - 4	
Band - 5	.2
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Access	Employee Database	Office 2002	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 0	\$ 0	\$ 0	Ease of use/maintenance and low cost
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Salary Appointment	Payroll and Human Resources	Bi-monthly
2.	Miscellaneous Salary Changes	Payroll and Human Resources	Bi-monthly
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Service Award recipients
2.
Retirement eligibility
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

- ☐ Yes
- ☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

Reports and Forms tied to database

2.

.....

3.

.....

4.

.....

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

System which would provide edits with rules

2.

We currently have data entry into PMIS and our employee database

3.

.....

4.

.....

5.

.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

System with edits and rules

2.

Management reports

3.

System generated forms for personnel actions

4.

Single data entry

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
Employee separations
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
Employee health care benefits
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

Employee feedback due to problems

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	PMIS Training	Quarterly	\$ 100
2.	BES Training	Quarterly	\$ 100
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Notification to DHRM

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☒ Yes

☐ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☒ electronic copy

☒ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	.4
Band - 3	2.8
Band - 4	
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	DocuShare Personnel & Position Records System	\$ 20,000
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Excel - Automated HR Forms	N/A	XP	
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	FTE/Position Data	VDH Senior Management	As needed
2.	Workers' Compensation Data	VDH Managers	Annual
3.	Workforce Planning Data	VDH Senior Management	Annual
4.	Turnover Data	Office of Human Resources (OHR) Staff	Ad hoc
5.	Employee Data	VDH Senior Management & OHR Staff	Ad hoc

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
Turnover Data reflecting employee movement within and external to VDH
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
Workforce Planning Reports
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Northern Virginia Pay Supplements	Transactions
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Northern Virginia Pay Supplements

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
VDH electronic HR forms are easy and fast to complete, transmit, read, and file electronically
2.
Resource materials have been developed and placed on VDH and DHRM Web sites - forms and instructions
3.
Electronic position descriptions (EWPs) are submitted easily and quickly to UNUM Provident for VSDP.
4.
Existing network of HR contacts works closely with the Office of Human Resources.
5.
Training is provided to agency administrators via an internal videoconferencing system.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

PMIS & CIPPS are separate automated systems which require duplicate keying of personnel information. An integrated system is needed.

2.

.....

3.

.....

4.

.....

5.

.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

PMIS & CIPPS should be integrated into a single personnel/payroll system

2.

.....

3.

.....

4.

.....

5.

.....

30. Please list the top five functions or components of the systems that work especially well.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

Customer and HR staff feedback.

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	VDH Office of Human Resources staff	
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	Benefits Eligibility Sysytem (BES) training	periodic	
2.	Commonwealth Integrated Payroll Personnel Sysytem (CIPPS) training	as needed	
3.	Personnel Management Information System (PMIS)	periodic	
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Internal review by Office of Human Resources staff and customer feedback

40. How are system changes identified and prioritized?

Customer and HR staff feedback

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
Development of web based VDH HR forms is underway.
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

VDH Data Warehousing and Web Forms

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

45. If you have any other concerns or comments about this functional area, please include them here.

The Office of Human Resources (OHR) is responsible for the compliant and effective operation of HR for the agency. OHR conducts a centralized HR operation, working collaboratively with supervisors, business specialists and generalists statewide to assure compliance and quality for decentralized components. OHR develops policy and institutes procedures to assure compliance with a variety of mandates, institutes and promotes the use of best practices in support of the agency's mission and develops resources and tools for supervisors and managers statewide. OHR functions with teams of HR generalists providing VDH customers with guidance/consultation in personnel action processing. For purposes of this survey, the FTE assignments were based on staff involvement in the processes described in personnel action processing. Therefore, no staff time has been allotted for the customer consultation function.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	.1
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.		
2.		
3.		
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Excel Transaction forms HR-5, 8s & 9's			
2.	DocuShare pilot			
3.	OrgPlus charts			
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				Forms developed by VDH Central OHR
2.				Required to transmit HR forms to VDH Central OHR
3.				submission with position changes
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	All HR forms using Excel	District files and VDH OHR	Daily
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☐ Yes

☒ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP cases are not reported timely between Unum and OHR.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
Automated forms enable decentralized decisions
2.
Policies controlling transactions are built into automated forms
3.
Automated forms perform job evaluation functions automatically
4.
Automated forms have built in QA
5.
Automated forms simplify salary determinations

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
Personnel Information System that includes Wage as well as classified
2.
Personnel Info System that permits queries and ad hoc reporting
3.
Personnel Info System Integrated with payroll
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
Automated forms
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

Do not know

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	VDH OHR are available for consultation on problems with the District	
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☐ Yes

☒ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Do not know

40. How are system changes identified and prioritized?

OHR encourages feedback from users and gathers suggestions and changes from the Districts

41. Please list system changes that have been made in the past 12 months.

1.
HR Forms have been updated periodically
2.
Docu Share pilot was introduced and utilized
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Do not know

45. If you have any other concerns or comments about this functional area, please include them here.

The survey is completed based on changing the word "Agency" to "District" in all questions. We have do not have access to PMIS.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☒ Yes

☐ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.	DBVI - 702	Full HR Services	
2.	VRCB-263	Full HR Services	
3.	DDHH-751	Full HR Services	
4.	VBPD-606	Full HR Services	
5.	DRS-262 & WWRC-203	Full HR Services	

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☒ Yes

☐ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	2.0
Band - 3	2.5
Band - 4	.7
Band - 5	.5
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Printing/copying	\$ 500
2.	Supplies	\$ 500
3.	Postage	\$ 500
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☒ Yes

☐ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Access/wage db			
2.	Excel/wage increases			
3.	CIPPS			
4.	G2Weblink			
5.	UnumProvident			

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.
If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				ease of use/ no wage DB provided by state
2.				ease of use/formula enabled
3.				state leave system
4.				W/C reports - reporting system
5.				VSDP reporting system

11. If you would like us to contact you for more information please check follow up.

☒ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	new hires/increases/approval periods	HR/position supervisor	quarterly/monthly
2.	performance increases for wage	payroll/wage recruiter	annually
3.	leave	leave coordinators/employees	semi-monthly/semi-annually
4.	workers compensation reports	HR/Benefits administrator	monthly
5.	UnumProvident reports	HR-Benefits administrator/PR/supervisor/leave coordinator	daily

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.
Cost of hire reports
2.
Value of benefits report sortable by employee, cost code, division or hierarchy (optional code data from PMIS screen)
3.
Percentage of ratings automatically calculated for performance evaluations
4.
automated months of service for VSDP
5.
reports to composite all employees' benefit choices, contributions

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☒ Yes

☐ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
listings of specific roles, years of service
2.
retirement eligibility
3.
EEO statistics
4.
reports requested by budget analyst
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	Resource Directory/Access	Agency Staff/IS	daily	employee listing, contact information, skills database
2.	Applicant Tracking System	Payables/HR	daily	for reimbursement of travel expenses for wage employees
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☒ Yes

☐ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☒ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☒ Yes

☐ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.	Annual performance evaluations	HR support staff (CIPPS/transactions)
2.	Annual funding code changes	HR support staff (CIPPS/transactions)
3.	Annual benefits enrollment changes	HR benefits administrators/HR technician (payroll/FMLA)
4.	Conflict of interest/statement of economic interest	HR technician (payroll/FMLA)
5.	Service Awards	HR technician/office manager

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Temporary Pay	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

retroactive actions - require DHRM involvement
 Future dated transactions (increase) cannot be keyed
 Processing multiple employment status for enterprise division
 receive multiple format due to visually impaired or blind managers.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation Data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.
ability to respond quickly
2.
ability to explain complex processes to variety of levels of understanding
3.
ability to provide training and guidance
4.
ensure accuracy through levels of verification
5.
getting late receipt of VSDP approvals and turning around info to payroll quickly

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
less paper - more electronic submission
2.
on-line form submission
3.
one entry - pertinent information accessible to multiple parties
4.
quicker response time from outside vendors - UnumProvident and MCI
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
less paper
2.
filtering of data from variety of sources to single source for access by appropriate personnel - data exchange source?
3.
user friendly/drop down boxes
4.
statistical data available
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
updates on system immediately (PMIS/BES)
2.
web-enabled technology for use with PMIS/BES
3.
Data source at VRS Quick Access system
4.
Hurman - ability to create ad hoc reports
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
cannot correct historical data for earlier transaction without contacting DHRM
2.
double entry - PMIS/CIPPS
3.
double entry - wage DB/ATS for A/P needs
4.
photocopying PR data/distribution of paper
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

informal discussions with employees and supervisors, number of complaints regarding a particular activity, exit interview responses

33. Is there a call center or other support service provided for the users of the system?

☒ Yes

☐ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.	DHRM	entry issues/backing out transactions
2.	Agency helpdesk	system problems
3.	provider assistance	access to system/problems with information
4.		
5.		

35. Is formal process training available for users of the systems?☒ Yes☐ No**36. If yes, please provide a brief description of the training, schedule, and cost information.**

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	DHRM PMIS		
2.	DOA CIPPS		
3.	VRS QuickAccess		
4.	DHRM MCI Workers comp/G2 weblink		
5.			

37. Does the current training meet your Agency's needs?☒ Yes☐ No**38. If no, please list reasons.**

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

Recommendations/suggestions to DHRM functional area,
recommendations/requests to agency IS staff, requests to MCI, VRS

40. How are system changes identified and prioritized?

Difficulties/repetition of errors/inability to produce requested reports/mandates for
additional information from DHRM/Secretary/etc.

41. Please list system changes that have been made in the past 12 months.

1.

UnumProvident - update to report format

2.

DHRM - web enabled access, better screen transaction selections

3.

Agency ATS - component to review staffing document for retirement eligibility

4.

VRS Quick Access - ability to access other agency data that HR services are
provided for

5.

.....

42. Please list pending system changes.

1.
UnumProvident - accepting mods on-line
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

integration of multiple system data

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Possibly HIPAA depending on data to be used.

45. If you have any other concerns or comments about this functional area, please include them here.

More advance notice would have enabled more accurate responses.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?

☒ Yes

☐ No

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.

	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			

3. Does your Agency process personnel actions for any other Agencies?

☐ Yes

☒ No

4. If yes, please list.

	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)

☐ Yes

☒ No

6. In what format does your Agency maintain the official personnel file for each employee?

☒ hard copy

☐ electronic copy

☐ imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.0
Band - 4	.1
Band - 5	.1
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	PRINTING	\$ 3,960
2.	POSTAGE	\$ 1,500
3.	SUPPLIES	\$ 2,500
4.		
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

☐ Yes

☒ No

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.

☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.

BI-MONTLY UPDATED PME001

2.

BIMONTHLY UPDATED PM0031

3.

.....

4.

.....

5.

.....

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

☐ Yes

☒ No

15. If yes, please list examples of the types of reports or queries that you generate.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?

☐ Yes

☒ No

17. If yes, please list the tools.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				

20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?

☐ Yes

☒ No

21. If yes, are you required to do manual double data entry in lieu of those automated interfaces?

☐ Yes

☐ No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?

☐ Yes

☒ No

23. If yes, please list the seasonal activities and the workload areas impacted.

	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Retroactive Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Suspense (Future-dated) Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfers from other Agencies	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Position Establishment and New Hires	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Undo Actions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Bonus Authorizations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Menu-enabled Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Leave Anniversary Dates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Pay	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP, TRANSFERS, HIRES, TERMS, RESIGNATIONS, INCREASES, BES
TRANSACTIONS

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Job Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Benefits Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Compensation Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Hire Process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personnel Action Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Personal Data Change Transactions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

WE HAVE 3 EMPLOYEES WHO CAN ENTER TRANSACTIONS

2.

.....

3.

.....

4.

.....

5.

.....

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.
PMIS, CIPPS, BES ALL TALK TO EACH OTHER SO DATA ONLY HAS TO BE ENTERED ONE TIME
2.
.....
3.
.....
4.
.....
5.
.....

30. Please list the top five functions or components of the systems that work especially well.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

31. Please identify up to five functions or components that have significant limitations or require significant manual effort.

1.
PMIS
2.
CIPPS
3.
BES
4.
.....
5.
.....

32. What process do you use to measure agency satisfaction with these functions or components?

NO PROCESS USED. HR/PAYROLL EMPLOYEES DISCUSS PROBLEMS THAT ARE INCURRED USING PMIS, CIPPS, BES.

33. Is there a call center or other support service provided for the users of the system?

☐ Yes

☒ No

34. If yes, please list the services available and any current issues or concerns.

	Service	Issues / Concerns
1.		
2.		
3.		
4.		
5.		

35. Is formal process training available for users of the systems?

☒ Yes

☐ No

36. If yes, please provide a brief description of the training, schedule, and cost information.

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	PMIS	4X PER YEAR	\$ 400
2.	BES	4X PER YEAR	\$ 400
3.	CIPPS	2X PER YEAR	\$ 400
4.			
5.			

37. Does the current training meet your Agency's needs?

☒ Yes

☐ No

38. If no, please list reasons.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

39. Please identify the process that is followed to make changes and enhancements to the systems.

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

42. Please list pending system changes.

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

CARE CENTER EMPLOYEES FILES ARE REQUIRED TO CONTAIN CERTAIN
INFORMATION TO BE READILY AVAILABLE ANYTIME
SURVEYORS/AUDITORS ARE IN THE FACILITY.

45. If you have any other concerns or comments about this functional area, please include them here.